

**Q:** Is there a way for AHCCCS to provide a list of all AIHP members?

**A:** No, due to HIPAA restrictions a list of all AIHP members cannot be provided. However, it may be possible to provide information for care coordination purposes for those members receiving services at a specific facility. Please submit an email with the facility's request to the AIMH email and it will be reviewed to determine the information that may be provided.

**Q:** What is the submission date? Can you submit after the date?

**A:** AHCCCS will be ready to start receiving AIMH facility applications by 10/1/17. Facilities can continue to submit their applications after the 10/1/17 start date. After a facility has been approved and receives notification, then members can be signed up.

**Q:** Is the EFT 820 process related to claims?

**A:** No, the AIMH PMPM payments are separate from claims. The facility will be required to provide a W-9, Tax Identification Number, and financial contact information to set up separate payments.

**Q:** When can a facility start assigning members?

**A:** The facility must receive their AIMH identification number and be set up for payments in the system before they can start assigning members. Once this has been completed, the facility will receive an email notification from AHCCCS/Division of Fee for Service Management.

**Q:** Where is the form that members must sign to participate?

**A:** The member assignment form is posted on the AIMH website <https://www.azahcccs.gov/AmericanIndians/AmericanIndianMedicalHome/>. The facility must download the form for the member's signature and retain it on file.

**Q:** What if the hospital has different phone numbers for their 24/7 call line depending on the time of day?

**A:** You should submit the number that will be provided to the members. We would look into it during the application process.

**Q:** How does a facility sign up for HIE instead of individual providers?

**A:** It is up to the facility how to apply the HIE requirement for their facility. Payments are facility based. A future meeting will include a presentation on HIE from Health Current.

**Q:** What level of participation in HIE is required?

**A:** Medical home providers would need to send their data to the HIE and use the HIE to view data for care coordination to meet the criteria to receive the additional PMPM payments.

**Q:** Can emergency transportation providers participate?

**A:** No, provider types that are not listed on the AIMH eligible provider type list are not eligible to apply as an AIMH. Participation is limited to facilities that can provide patient centered care management services.

**Q:** How long is the IGA good for?

**A:** The IGA will be effective for 5 years from the date of signature, with annual renewals.

**Q:** If the member calls AHCCCS directly to request a medical home, how will the medical home be notified?

**A:** A notification letter will be automatically generated and will go to the contact identified under the organization address in the AHCCCS PMMIS system.

**Q:** Has AHCCCS conducted any outreach to members?

**A:** Not at this time. Information regarding the AIMH program will be provided in the member materials provided

when a new member enrolls in AIHP.

**Q:** Regarding 24/7 access to the care team, what if the doors are not open 24 hours? Who has to answer the phone? What if there are 2 separate numbers, 1 for day and 1 for after hours?

**A:** 24/7 access to a call line that would provide access to a clinician capable of making an appropriate clinical referral for the AIHP member is required. The facility will need to specify in their application packet how this requirement will be met.

**Q:** Can applications be submitted via fax?

**A:** Yes, the application packet can be submitted via fax to the AIMH fax number with the required cover sheet from the AIMH website as the first page, or via email to the AIMH email, which are the preferred methods of submission. The application packet may also be submitted by mail or hand delivery to the AHCCCS/DFSM central office address found on the AIMH web page.